Policy Name: ADA Policy and Procedures

Date Issued: 2003
Last Updated: 2010, 2012
Status: 

Associated Forms or External/University Websites:
If applicable, please provide name of form and/or the URL:

Issued by: UH
Contact: Policy Committee

Policy Impact Within and External to University Housing (check all that apply):

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Policy Rationale

The purpose of this policy and procedure is to ensure excellent, individualized service to students and staff with disabilities.

Policy Details

Policy for Resident Requests:

Resident Process and Procedures:

- The resident requesting accommodations must first register with the Division of Rehabilitation Education Services (DRES). DRES is the University designated office that obtains and files disability-related documents and certifies eligibility for services. http://disability.illinois.edu/
- If the resident has additional requests for housing and dining accommodations, they should contact the Assistant Director of Housing for Housing Information.

Processing Resident Requests:

- All requests for accommodations for residents are compiled and retained by the Assistant Director of Housing for Housing Information.
- Upon receipt of the request, the Assistant Director will confer with DRES and determine if the request is a reasonable accommodation and will notify appropriate housing staff and the resident about the status of the request.

Policy for Staff Requests:

- Staff requesting an accommodation will utilize the request form available at http://oeoa.illinois.edu

In the event the request is denied or modified, the resident or staff member may choose to appeal the decision through the Policy and Procedures for Addressing Discrimination and Harassment at the University of Illinois at Urbana-Champaign through the Office of Equal Opportunity and Access www.eoa.uituc.edu.
Personal Attendant Policy

University Housing

University Housing will provide access to residence hall/ apartment facilities to personal attendants (PAs) hired by residents of University Housing. This policy outlines the responsibilities of the residents who hire PAs and the PAs themselves. PAs who reside in a university facility are required to purchase a housing contract.

1. **Responsibilities of the Resident**

   *Residents who employ a personal attendant are responsible to:*
   
   A. Register the PA with University Housing. PA registration forms (contained below) are available at Family Graduate Housing offices, and/or the Housing Information Office (Clark Hall).
   B. Inform PAs of all relevant residence hall policies and procedures.
   C. Inform the appropriate housing office when PAs end employment (this includes being sure that all keys or access prox cards have been returned or deactivated).
   D. Submit a roster of PAs, copies of PA contracts, and requests for access to the Housing Information Office (Clark Hall).
   E. Ensure the resident has completed a background check through Housing Human Resources. The Resident, as employer, is responsible for the cost of the background check which will be charged to the student account.
   F. Pay for prox card access for staff members, it is the resident’s responsibility to determine if they will incur the cost or if their employee will reimburse them.

2. **Responsibility of Personal Attendant**

   *Personal attendants employed by residents in University Housing are responsible to:*
   
   A. Follow all university and housing policies, in addition to all state and federal laws.
   B. Login or visit Housing human resource to complete a background check and sign applicable release waivers.
   C. PAs should only access housing facilities to assist a resident and may not use those facilities for their personal use.
   D. PAs must carry a photo ID/iCard and provide ID at the request of university officials.
   E. PAs who do not have a valid UI ID must acquire a guest ID card. This ID must be carried at all times when the PA is in a University residence hall.
   F. When obtaining a meal for a resident, PAs must have the resident’s ID card to access the dining room, and will notify the checker that they are there to obtain a carry-out meal. Before leaving the dining room, the PA must have a Dining Services staff member inspect the carry-out container.
   G. PAs who feed a resident are not to eat without purchasing a meal.

3. **Additional Guidelines:**

   A. University Housing reserves the right to deny or revoke facility access to any non-resident hired to be a personal attendant.
   B. PAs may stay in a resident’s room overnight in accordance with the guest policy.
   C. PAs who fail to return university keys at the end of their employment or end of academic year will be billed directly if they are university residents. If the PA is not a resident, the resident who hired the PA will be financially responsible for any keys.
   D. Residents are required to work out arrangements in advance with Dining Unit Managers if PAs will be picking up meals from university dining halls for residents.
   E. PA rosters will be provided to UH Dining services to determine if they are allowed access to dining areas.
Personal Attendant (PA) Non-Beckwith Registration Form

Personal Attendant Information:

NAME: ____________________________________________
UIN # ____________________________________________ (UI ID Card #)
ADDRESS: ____________________________________________
PHONE: ___________________________ E MAIL: ____________________________

Resident Responsible for Personal Attendant:

NAME: ____________________________________________
UIN # ____________________________________________ (UI ID Card #)
ADDRESS: ____________________________________________
PHONE: ___________________________ E MAIL: ____________________________

- Does the Resident have a current employment contract with the PA? YES NO
- Has the PA completed a background check through Housing Human Resources and signed applicable release waivers? YES NO
- Will the PA be staying overnight on occasion? YES NO
- Has the PA been informed of the overnight guest policy? YES NO
- If working with a resident who has a service animal, does the PA understand and agree to uphold the service animal policy? YES NO
- Will the PA need access to any of our Dining Facilities? YES NO
- Will the PA need access to the laundry room, community kitchen, exercise room, computer lab, or other facilities in the building? YES NO
- Will the PA need prox card access? YES NO

If PA will need access, please list facilities and reason:

_____________________________________________________________

The PA fully agrees to abide by the attached Personal Attendant Policy, all University Housing policies, including all university, local, state, and federal laws. The PA and the resident fully understand and agree that it is the resident’s responsibility to completely inform the PA of all university housing policies, procedures, and guidelines, including all information contained in Hallmarks (the UI Residence Hall Handbook). The PA further agrees to fully cooperate with all housing/UIUC staff when approached or confronted in any situation. The resident understands and agrees to inform University Housing in writing within 72 hours when the PA is no longer in their employ.

Signature of PA ____________________________ Date ____________________________
Signature of Resident ____________________________ Date ____________________________

Please return this completed form to the University Housing Information Office at 100 Clark Hall along with a copy of the individual contract with the PA. A member of our Housing staff will contact you within 3 business days regarding your PA status.

OFFICE USE ONLY

| Card Access Granted/Key Issued: | ____________________________ (Date) |
| Card Access Voided/Key Returned: | ____________________________ (Date) |
| Prox Card Access Approved/Denied | ____________________________ (Date) |
| Key Code # | Name of Staff Member Approving Access: | ____________________________ |
Service / Therapy Animal Policy

University Housing

In accordance with ADA and Illinois 775 ILCS 30/ or “White Cane Law”, University Housing will provide an exception to the University Housing pet policy for residence hall/ apartment facilities for residents who present documented need for this accommodation. This policy outlines the responsibilities of the residents who are granted approval for service or therapy animals in living, dining, or work areas.

Responsibilities of the Resident/Handler/Owner

*Residents or staff with service/therapy animals are responsible for:*

A. Housing requests all residents who request accommodation register with the office of Disability Resources & Education Services. Your registration will assist the University’s efforts to provide appropriate accommodations for you and your service/therapy animal.

B. Register the animal with the University Housing Information Office using the form below.

C. Pet deposits (where applicable) are not required for approved service/therapy animals.

D. All roommates/suitmates of the resident must sign an agreement allowing the service animal to be in residence with them. In the event that a roommate/suitmate does not approve, either the owner and pet or the non-approving roommate(s) may be moved to a more suitable location.

E. Inform Personal Attendants or other individuals, “handlers”, who may share responsibility for the care of the animal of all relevant residence hall / apartment policies and procedures.

F. All service/therapy animals must have all veterinarian recommended vaccinations to maintain the animal’s health and prevent contagious diseases. Documentation of vaccinations is due before the beginning of the housing contract or employment. University Housing reserves the right to request an updated verification at any time during the animal’s residency.

G. A current state and local license is required for service/therapy animals. They must be obtained and kept current in compliance with the local jurisdiction.

H. All service animals, if taken outside the resident’s room, must wear identification tags with campus address, identification as a service/therapy animal, e.g., vest, harness, etc, and, if applicable, vaccination information. All service animals must have their vests on when outside of their rooms, except when being taken outside to relieve themselves, at which time they must be on a leash.

I. Service/therapy animals must be harnessed, leashed, or tethered unless these devices interfere with the animal’s work or the individual’s disability prevents using these devices, in which case the individual must maintain control through voice, signal, or other effect controls at all times. This includes community areas such as lounges, hallways, meeting rooms, etc.

J. Dangerous, poisonous, oversized, and/or illegal animals are not permitted, as these would not be considered a reasonable accommodation in a community living environment.

K. Service/therapy animals must be housebroken. Handlers are responsible for properly containing and disposing of all animal fecal waste. Indoor service/therapy animal waste, such as cat litter, must be placed in a sturdy plastic bag and tied securely before being disposed of in an outside trash dumpster. Litter boxes should be placed on mats so that feces and urine are not tracked onto carpeted surfaces. Outdoor service/therapy animal waste, such as dog feces, must be immediately retrieved by handler, placed in a plastic bag and securely tied before being disposed of in an outside trash dumpster. This is not the responsibility of UH staff.

L. Handlers are responsible for feeding and watering their animal within the confines of their personal room. Bowls of food and water should be placed on mats so that water and food do not get on the floor. If they do, the handlers are responsible for cleaning the floor of their room immediately.

M. Service/therapy animal food should be kept in a closed container within the confines of the handler’s room. Open bags of food are not permissible, as they attract bugs.

N. If fleas, ticks or other pests are detected within the residence it will be treated using approved fumigation methods by a university-approved pest control service/therapy. The owner will be billed for the expense of any pest treatment above and beyond normal required pest management.

O. If the service/therapy animal becomes sick and vomits and/or becomes incontinent it is the responsibility of the handler to make sure it is cleaned up immediately. This is not the responsibility of University Housing BSW staff.
P. Service/therapy animals should be kept clean and free from odor; however, handlers may not use hall or apartment showers, sinks or baths to clean their animals. The College of Veterinary Medicine or local groomers may be an option.

Q. Behavior, noise, and odor must not exceed reasonable standards for a well-behaved animal and these factors must not create unreasonable disruptions for other residents, University Housing staff, and other university personnel.

R. The resident or staff member may be liable for any damages done to University Housing property by the animal.

S. University Housing is not obligated to provide food, care, or additional space for the animal.

T. University Housing reserves the right to deny or revoke access if an animal is not properly cared for, threatens the safety, health, or welfare of another community member.

U. Only persons with disabilities will be approved to have a service/therapy animal living or working in University Housing. Other animals shall be considered pets, and University Housing pet policies must then be followed.

V. Most University Housing facilities are not considered open, public property. Service/therapy or therapy animals-in-training are not granted permission in the facilities with the exception of the Student Dining and Residential Programs building (SDRP), Clark Hall, and the Family and Graduate Housing Office during open access hours. Employees with animals in approved, formal training programs in these facilities must also register the animal and abide by all policies and procedures as outlined above. The employee’s work responsibilities may not be impacted by the presence of the animal in the workplace.
Service/Therapy Animal Registration Form
University Housing

Primary Person Responsible for animal:

NAME: __________________________
UIN # __________________________ Date of Request: ______________________
ADDRESS: __________________________
PHONE: __________________________ E MAIL: __________________________

Do you have a diagnosed condition for which a certified service or
therapy animal is required to aid that condition? YES NO
Will the animal be with the resident or staff member 24/7? YES NO
If “no”, please explain how the animal will be secured when not with the individual:
______________________________________________________________________________________________

Have you read and agreed to abide by the service/therapy animal policy? YES NO
Will the animal accompany the resident or staff member in any of our Dining Facilities? YES NO
If you have personal attendant or other staff handling the animal, have they read and
agreed to the service/therapy animal policy? YES NO

Animal information:
Name: __________________________ Breed: __________________________
Weight: __________ Height: __________ Color: __________________________ Age: __________________________
Vaccination & Medical History: ___________________________________________________________________________________________

The resident (or staff member) fully agrees to abide by the Service/Therapy Animal Policy, all University Housing policies, including all university, local, state, and federal laws. The resident or staff member understands and agrees that it is their responsibility to care for the animal and fully cooperate with all Housing/UI staff when approached or confronted in any situation in which the animal is deemed to create an unsafe situation for others in the community.

Signature __________________________ Date __________________________

Please return this completed form to the Housing Information Office (residents), at 100 Clark Hall, or Housing Human Resources (staff). A member of our Housing staff will contact you within 3 business days regarding your service animal request.

| OFFICE USE ONLY | Animal Approved: | Date:
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<td>Name of Staff Member Approving:</td>
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